



Charter Township of Waterford Job Description

Dispatcher I

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| Department: | Police |
| Supervised By: | Dispatch Supervisor or designee |
| Supervises: | No Supervisory Responsibility |
| Bargaining Unit: | W.T.D.A. |
| FLSA: | Non-exempt |
| Status: | Full-time |

General Summary

Under the direct supervision of the Shift Commander, the incumbent's primary responsibility is to convey, with accuracy and speed, messages and calls for service from the community to line personnel, for service from line personnel to the community or other agencies and for service among departmental personnel.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Operate a computer aided dispatch system (CAD). Monitor the progress of calls and dispatch units to waiting complaints, log the units arrival and completion of the call. Code complaints logged as to the nature of the call. Provide assistance to units in the field by providing information via name checks, Law Enforcement Information Network (LEIN) inquiries to determine criminal histories, warrants and registration of vehicles and/or property as well as stolen checks on that property and information relative to the call responded to.
2. Receive incoming telephone calls, determines if the call is for service and logs call on the CAD system. If call is for another department or personnel in the agency, the call is appropriately transferred. When necessary, messages are recorded for absent personnel.
3. Provide a link to ancillary services such as: wreckers, emergency medical services, Fire Department, backup units, other agencies, supervisors and resource information necessary to accomplish their tasks.
4. Operate an Enhanced Emergency 911 system. Responds to the E-911 system, for all emergencies reported by citizens of our community, with speed and accuracy as to the appropriate response for any particular calls that are received. Reports to the service agency any and all malfunctions to the system for immediate repair.
5. On occasion may meet citizens face to face as the citizen arrives at the department.
6. Enter into LEIN terminal warrants, stolen vehicles and/or property, impounded vehicles and/or property, missing persons, runaways, area broadcasts for wanted persons or vehicles and DWI/DWIN breathalyzer results, etc.
7. Cancel all LEIN entries made by our agency that comes to their attention by virtue of an officer recovering a person, vehicle, property or item that previously was entered.
8. Run criminal histories on suspects or persons in our custody and under investigation for criminal activity, conducts name checks for previous contacts, correct addresses and other forms of information enabling dispatchers to assist other employees and/or agencies.

9. Other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

1. Dispatch experience preferred but not necessary.
2. Good written & verbal communication skills and interpersonal capabilities.
3. Ability to learn the operation and characteristics of a computer aided dispatch terminal, E-911 equipment, a multi-frequency police communication system, a computer and multi-line telephones.
4. Basic knowledge of word-processing and e-mail software.
5. Must be able to successfully pass the CTO program and become certified in EMD.
6. Ability to pass a Call Center 911 operators test, background investigation, medical examination and a psychological screening. **Skills test required.**
7. Ability to type 30 wpm accurately using word processing software. **Skills test required.**
8. Ability to pass a four-month training course and successfully complete a twelve month probationary period (includes the four month training course).

Physical Demands and Work Environment

The physical demands and work environment characteristics described below are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works in an environmentally controlled office setting.

This is a low physically demanding position, requiring limited range of motion. Work is performed in the optimal working envelope of neck to navel and within arms reach. Work surfaces are adjustable to all body types. Walking surfaces are well lit, tiled and/or carpeted. Individuals with physical impairments can be accommodated to perform most essential task of these positions. The use of mobility assist devices such as wheelchairs, walkers etc, is not a hindrance to this position. Use of both fine as well as gross muscles of the body is not essential. The employee is regularly required to lift objects of \pm 1 pounds and occasionally lifts of 10 pounds may be required. No overhead reaching is required. The employee must be able to write and work with computer keyboard. Vision or assisted vision is required. Hearing and verbal communication are fundamental.

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| Start | \$24.54/hour |
| 6 Months | \$25.90/hour |
| 1 Year | \$27.26/hour |

Posting Date:

Closing Date: Open until filled

PLEASE SUBMIT A COVER LETTER AND RESUME WITH APPLICAITON

Application forms for this position can be obtained from the Human Resources Department, 5200 Civic Center Drive, Waterford, Michigan or on the Township's web page <https://www.waterfordmi.gov/jobs>